



Office of State Publishing

344 NORTH SEVENTH STREET ■ SACRAMENTO, CA 95814
www.dgs.ca.gov/osp

July 1, 2002

FMC Policy No. 005, Forms Management Center (FMC), Standard Forms Ordering Process

Reference: Government Code Sections 14770-14775;
State Administrative Manual Sections 1700-1750

Purpose: To define procedures for processing Standard Form orders.

Definition: The FMC is responsible for processing Standard Form orders.

ORDERING STATE STANDARD FORMS

Customers must complete an FMC 200, Standard Forms Order, to order Standard Forms. Orders not properly completed will be returned to the customer. Turnaround time on orders is approximately 10 working days from receipt by the FMC. Back-ordered items will be shipped when stock becomes available.

STANDARD FORMS PRICE INFORMATION/FMC 200, STANDARD FORMS ORDER

Customers may obtain the latest Standard Form prices and the FMC 200, Standard Forms Order form by visiting www.dgs.ca.gov, click on Standard Forms, then click on Paper Forms, then click on Paper Forms Price List.

Incorrect or incomplete orders will be returned to the customer accompanied by a letter stating the reason for return.

WALK-IN ORDERS

Walk-in hours are between the hours of 8:00 a.m. to NOON, and 1:00 to 3:30 p.m. A one-business day advance notice is required prior to pick up of an order. All walk-in orders must be dropped off at the receptionist desk at OSP and will be available for pick-up the following day. An FMC Customer Service Representative will contact the customer with a pick-up time. Rush orders or same day pick-up must be accompanied by a request signed by a chief or supervisor of the ordering agency. The request may be in memo format, addressed to the FMC, and

the reason for the rush must be stated. If a rush order is received, and the stock is not available, the order will be filled as soon as the stock becomes available. Customers will be notified of the stock availability.

ORDERING LOW USE STANDARD FORMS

Low Use Standard Forms are printed on demand. Customers should use a STD. 67 (Rev. 3/2002)– OFFICE OF STATE PUBLISHING ORDER, to order Low Use Standard Forms. For pricing information or to place an order, customers may contact Sam.Carbone@dgs.ca.gov or call (916) 445-5360, or fax (916) 322-3763.

Some Low Use Standard Forms may be accessed via the following website: www.dgs.ca.gov, click on Standard Forms, then click on Low Use Forms.

DUPLICATE ORDERS

In order to avoid duplicate orders, **customers should select one order method only: fax, mail, or walk-in per order.** The FMC will not be responsible for duplicate orders.

If the error of the duplicate order(s) is not caused by FMC, customers will be charged for the duplicate order and the order will be shipped to the customer.

ERRONEOUS ORDERS

If research of an order determines the error was caused by the FMC, the merchandise will be picked up at our expense. The customer's account will be credited approximately one month after it is billed. No exchanges will be allowed.

Customers must contact the FMC within 30 working days after the erroneous order is received. An FMC 1, Exceptions Notice, will be forwarded by the FMC and must accompany all authorized returns. Authorized returns must be received within 30 days after FMC's receipt of order accompanied by a copy of the Exceptions Notice.

The FMC will not accept erroneous orders after the 30 working day period. ***It is recommended that customers open and verify their shipment as soon as it is received.***

Erroneous orders caused by the customer cannot be returned and will not be accepted without prior authorization by the FMC. Customers should

notify the FMC of their request to return the merchandise and the FMC will forward a copy of the FMC 1 to the Customer. An FMC 1 must accompany all returns.

SHIPPING CHARGES

Effective July 1, 2002, all agencies will be responsible for shipping costs. The shipping company used determines shipping fees. Agencies will be sent an invoice outlining the shipping fees by OSP's Accounting Office.

ORDERING QUESTIONS

Customers may call 1-800-964-3214 or (916) 324-4635 for ordering instructions or for any questions regarding their order.

(FMC Policy No. 005, Est. 7/02)